



MEMPHIS LIGHT, GAS AND WATER DIVISION

NEWS RELEASE

For Immediate Release

For more info, call:
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MLGW Warns of Scams Targeting Spanish-Speaking Customers

(September 20, 2012) —MLGW has received reports of a new scam that targets Spanish-speaking customers. The customers are receiving calls in Spanish that falsely tell the customers that utility payments have not been received and that the customer is subject to cutoff. The scammer instructs the customer to purchase gift cards to be used as utility payments. The scammer also provides the customer with a phone number to call back once the customer has purchased the cards, then requests that payment be made with the cards.

Other claims the scammer has reportedly made:

- The customer's meter is not working properly, that they are being overcharged, and that they will receive a refund.
- That a government program will help pay the customer's bill after the gift card payment is made.

MLGW reports that it has received approximately 15 calls to date about this scam, all from Spanish-speaking customers. Customers who believe they have been victimized by this or any other scam should contact MLGW at 544-6549.

-EndIt-

MLGW is the largest three-service public power utility in the nation, serving more than 421,000 customers in Memphis and Shelby County.